



June 27, 2014

To: Executive Board

Subject: **Sole Source Contract Award - Business Intelligence User License Maintenance and Support**

Recommendation

Authorize the Executive Director to enter into a sole source agreement in the amount of \$115,500 with TransTrack for a term of three years for business intelligence user license and support with an option for two additional years to be exercised at Foothill Transit's sole discretion.

Background

TransTrack is a business intelligence system used throughout Foothill Transit that was procured in DATE. The hosted system takes data from various systems such as SMARTBus, the Navigator Financial System, and the Ron Turley Associates (RTA) fleet maintenance system and stores them in a central data repository to provide reports that are used to gauge the transit system's performance. TransTrack's Feedback module is used by Foothill Transit staff to record and track customer comments. The system data and reports are used to report monthly key performance indicators including as on-time performance, accidents per 100,000 miles, and customer comments.

Foothill Transit's Procurement Procedures allows a sole-source contract award when there is "Substantial Duplication Costs." If Foothill Transit were to go with another business intelligence vendor, there would be "substantial duplication of costs that are not expected to be recovered through competition." The original implementation of the TransTrack system took almost three months requiring the programming of a custom interface to the SMARTBus system and the creation of several custom reports and screen views. At a minimum, a new system would require the same level of effort at a substantial cost.

The TransTrack End User Maintenance and Support License will ensure that Foothill Transit continues to get technical support from TransTrack support personnel, and continue to receive regular system enhancements or upgrades. Pricing for the option years is based on an annual increase of three percent over the base price of the three initial years.



Foothill Transit

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Budget Impact

The \$115,500 cost for three years of TransTrack End User License Maintenance and Support is included in Foothill Transit's approved FY 2015 budget.

Sincerely,

A blue ink signature of Joseph Raquel, consisting of a series of loops and a long horizontal stroke.

Joseph Raquel
Planning Director

A blue ink signature of Doran L. Barnes, featuring a large, stylized 'D' and 'B'.

Doran L. Barnes
Executive Director